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# ANSWER IT

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## **ANSWER SDC Partners with Government-wide Telework Program**

*Jill Schillinger, Paul Martin*

In a teaming arrangement begun last June, the ANSWER SDC is working in a support capacity to OPM's Telework Program. The Telework Program is chaired by the GSA Office of Government-wide Policy and is made up of telecommuting coordinators from each agency. The program is responsible for the implementation of the telecommuting requirement set forth in Public Law 106 which mandates 25% of the eligible federal workforce move to telecommuting each year. To meet this requirement, Federal Agencies are facing challenges in productivity, connectivity, and management. The *DSL*<sup>1</sup> contract is geared specifically to address these challenges and, to this end, the ANSWER SDC is jointly sponsoring an information campaign to educate decision-making authorities concerning the benefits and capabilities of providing DSL connectivity to the teleworker.

Since the events of September 11<sup>th</sup>, interest in telecommuting has increased dramatically. This, combined with the timelines for agencies to meet the initial requirements of Public Law 106, has resulted in numerous calls to the ANSWER SDC Call Center and e-mails asking about the contract and Telework legislation. The SDC shared printed materials and e-grams with Federal managers beset with the logistical questions of connectivity and telecommuting; while industry partners conducted mass mailings and focus group discussions. In addition, the ANSWER website provided an on-line residence pre-qualification page. This page has seen a fivefold increase in activity in the past three weeks. Interest is nationwide and government-wide with inquiries from the US Courts, Air Force, NIH, HUD, and the Department of Commerce. Potential and current telecommuters can pre-qualify for DSL and satisfy their connectivity requirements in terms of a refreshed technology that includes a number of security/VPN and DSL features.

At a recent joint planning session for the Recruiting Commands in Huntsville, Alabama, John Mayes, of Region 4, presented the *DSL*<sup>1</sup> contract. The presentation is available on-line at <http://answer.gsa.gov> for others to use in support of their clients. As a result of John's efforts, USAREC plans to do a pilot transition of 40 lines in preparation for future full-scale requirements.

## **More Acquisition Expertise Offered through New BPA**

*Sheila Leonard*

The ANSWER SDC is pleased to announce the award of a 3-year Blanket Purchase Agreement (BPA) with Acquisition Solutions, Inc (ASI). This BPA is designed to support FTS Client Support Centers (CSCs) and Solutions Development Centers (SDCs) seeking expert information on any aspect of acquisition and contract management. Acting on a request from Lisa Akers of FedSim, the ANSWER SDC conducted a competitive procurement for acquisition support service and awarded the BPA on September 26<sup>th</sup>.

Upon award, Paul Martin of the ANSWER SDC placed the first order on behalf of the SDC. This will enable the  
*(Continued on next page)*

## **ANSWER'S 1,000<sup>th</sup> Task Order Awarded by Ron Missildine**

*Sherrie Householder*

Following months of anticipation, the 1,000<sup>th</sup> order under ANSWER was awarded on September 27<sup>th</sup>. Ron Missildine of Region 4's Huntsville Office issued the task, which supports the Army Recruiting Command at Ft. Knox, Kentucky, with their efforts in managing the recruiting force. Project requirements include the design and development activities for Inter/Intranet services, static and dynamic training servers, network engineering, and data warehousing. Task award was made to PRC and was written for the life of the ANSWER Contract and has an estimated value of \$7.4M. Congratulations to Ron on a very well written and high profile project.

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SDC to research and respond to the numerous procurement questions we receive quickly and with the most up-to-date information.

The BPA has two components. The fixed-price component of the BPA is ASI's "acquisition help desk", Acquisition Directions™ Research Service, and provides publications, on-call research, web libraries, SIGs, trend info, and other associated offerings.

The time-and-material part of the BPA provides for in-depth consulting services that span the entire acquisition life cycle. ASI will work with a client, for example, to develop complex acquisition plans, requests for proposals, performance-based statements of work, source selection documents, incentive plans, policy evaluations, and specialized position papers on a wide variety of acquisition topics. Also included is procurement coaching for both contracting officers and management on a wide variety of emerging acquisition issues and techniques.

## **Bill Archambeault Joins ANSWER SDC Team**

**Ann Gladys**

On October 7<sup>th</sup>, Bill Archambeault joined the ANSWER Team. Bill comes to us from the Fleet & Industrial Supply Center in San Diego where he performed all aspects of Federal contracting from pre-award negotiation to post-award administration. Bill has both a BS in Business, as well as an MBA, and is a graduate of the Acquisition Intern Program.

Over time, Bill saw an increase in the number of IT procurements over which he had cognizance. In order to more fully understand the facets of IT acquisitions, Bill worked toward and received an MS in Software Engineering. Bill currently serves on a part-time basis as an Adjunct Faculty member in National University's program for Computer Science and Software Engineering.

For his first assignment, Bill will support the Connections Procurement with Paul Martin. Welcome aboard, Bill!

## **Solutions Edu Conducts 16 Classes for 350 Students During FY01**

**Sherrie Householder**

The mission of Solutions Edu is to provide quality acquisition training with a specific focus on performance-based contracting and FTS contracts. Inherent to this mission is the objective of educating procurement officials, project managers, clients, and industry partners to become knowledgeable of acquisition processes as they relate to FTS contracts.

During FY01, 16 courses were conducted under the Solutions Edu initiative, which brought customized acquisition training to 350+ attendees. The attendees were comprised of GSA employees, industry partners, and their clients. The courses conducted this year were Performance-Based Statement of Work, Project Management, Contracting for Services under MA/IDIQ contracts, and Evaluating a Contractor's Performance. Courses were conducted in Regions 4, 5, 6, 7, 8, 9, 10, NCR, FedSim and OIS. Course evaluations from students rated Solutions Edu at 4.56 out of a possible 5.00 points over the 16 courses.

This month Houseman & Associates was added to the Solutions Edu faculty team. Houseman & Associates consists of a group of five instructors, David Houseman, Steven Stryker, Will Hockersmith, Kent Goodger and Edward Comeau. Each instructor brings a wealth of experience and is highly qualified to provide the customized training offered through the Solutions Edu program. The faculty members are added to the current team of Jack Donovan and Philip Hutchens. With the growing demand for customized FTS Contracts training, Solutions Edu has already scheduled 19 courses for FY02. For more information regarding the FY02 Solutions Edu program and schedule see <http://answer.gsa.gov>.

## **ANSWER Metrics Show Outstanding FY01 RESULTS!**

**SDC Team**

ANSWER approached a half billion dollars in sales across some 755 active task orders during the past fiscal year. FY01 is the third year for the ANSWER Contract, and business growth indicates an increase of 168% from FY00. Projects reflect the solution-oriented efforts for 25 agencies. Support is provided by more than 4100 contractor employees across a geography of 11 regions, 37 states and 14 countries. Congratulations to all who bring such stellar solutions to our FTS clients.

**FY01 - IT WAS A VERY GOOD YEAR!**

## **October / November Events**

Date: 10/11/01  
Location: Albuquerque, NM  
Event: ANSWER Board Meeting

Date: 10/12/01  
Location: Albuquerque, NM  
Event: Native American Conf.

Date: 10/22/01  
Location: Los Angeles, CA  
Event: Distance Learning Conf.

Date: 10/30 - 11/2/01  
Location: Kansas City, MO  
Event: Solutions Edu Advanced Performance-Based SOW

Date: 10/30 - 11/1/01  
Location: Ft. Worth, TX  
Event: Solutions Edu Performance-Based SOW

Date: 11/5 - 11/9/01  
Location: Wash D.C. FedSim  
Event: Solutions Edu Cost Reimbursement Contracting

Date: 11/7/01  
Location: Wash D.C.  
Event: Small Business SDC Board Meeting

Date: 11/7/01  
Location: Philadelphia, PA  
Event: Regional Program Mtg.

Date: 11/8/01  
Location: Atlanta, GA  
Event: Regional Program Mtg.

Date: 11/13-16  
Location: Biloxi, MS  
Event: SDC/ADP Council Mtgs.

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